

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	10	1=	25.6%	468	1	24.9%
Social Work	10	1=	25.6%	253	2	13.5%
Education	5	3	12.8%	174	4=	9.3%
Planning	4	4	10.3%	217	3	11.5%
Environmental Health & Cleansing	2	5=	5.1%	148	6	7.9%
Roads & Transport	2	5=	5.1%	119	7	6.3%
Land & Property	2	5=	5.1%	29	10	1.5%
Legal & Admin	1	8=	2.6%	76	8	4.0%
Other	1	8=	2.6%	21	12	1.1%
Welfare Fund - Community Care Grants	1	8=	2.6%	14	13	0.7%
Personnel	1	8=	2.6%	10	15	0.5%
Finance	0	-	0.0%	174	4=	9.3%
Building Control	0	-	0.0%	61	9	3.2%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Consumer Protection	0	-	0.0%	8	16=	0.4%
Economic Development	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	51	-	2.7%
Total	39	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		2.1%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	31.0%	446	1	25.5%
Social Work	7	2	24.1%	229	2	13.1%
Planning	6	3	20.7%	223	3	12.7%
Recreation & Leisure	2	4	6.9%	30	10	1.7%
Education	1	5=	3.4%	171	5	9.8%
Roads & Transport	1	5=	3.4%	119	6	6.8%
Building Control	1	5=	3.4%	62	9	3.5%
Legal & Admin	1	5=	3.4%	75	8	4.3%
Welfare Fund - Community Care Grants	1	5=	3.4%	10	12=	0.6%
Finance	0	-	0.0%	173	4	9.9%
Environmental Health & Cleansing	0	-	0.0%	98	7	5.6%
Land & Property	0	-	0.0%	28	11	1.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
Consumer Protection	0	-	0.0%	8	15	0.5%
Personnel	0	-	0.0%	7	16	0.4%
Welfare Fund - Crisis Grants	0	-	0.0%	6	17	0.3%
Economic Development	0	-	0.0%	3	18=	0.2%
Fire & Police Boards	0	-	0.0%	3	18=	0.2%
National Park Authorities	0	-	0.0%	2	20	0.1%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	38	-	2.2%
Total	29	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		1.7%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Angus Council	Sector Total	Angus Council	Sector Total
Advice	Not duly made or withdrawn	5	380	3	328
	Out of jurisdiction (discretionary)	1	29	0	56
	Out of jurisdiction (non-discretionary)	3	25	0	42
	Outcome not achievable	1	42	3	129
	Premature	18	713	11	659
	Resolved	0	4	0	6
	Total		28	1,193	17
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	1	56	1	57
	Out of jurisdiction (non-discretionary)	2	140	4	110
	Outcome not achievable	1	107	0	40
	Premature	0	42	0	33
	Resolved	0	35	1	18
	Total		4	416	6
Early Resolution 2	Fully upheld	1	33	0	31
	Some upheld	0	18	0	25
	Not upheld	1	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total		2	110	0
Investigation 1	Fully upheld	4	28	0	20
	Some upheld	1	26	0	39
	Not upheld	1	63	2	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		6	119	2
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total		0	4	0
Total Complaints		40	1,842	25	1,747
Total Premature Complaints		18	755	11	692
Premature Rate		45.0%	41.0%	44.0%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		8	233	2	233
Total Cases Upheld / Some Upheld		6	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		75.0%	46.8%	0.0%	49.4%